

# Feature Focus Guide: Item Availability

Core Product: Aloha Quick Service, Aloha Table Service, Aloha Kitchen  
Last Updated: December 15, 2023

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## Contents

- About Item Availability** ..... 4
- Configuring Item Availability in Aloha POS** ..... 6
  - Providing the ability to access Item Availability ..... 7
  - Adding item availability buttons to a QS panel ..... 8
  - Creating a category of items for which you can set availability in POS ..... 9
  - Configuring ending quantities to carry over to next day ..... 11
  - Defining the item availability message and graphic to appear in FOH ..... 13
  - Refreshing the data ..... 14
- Configuring Item Availability in Aloha Kitchen** ..... 15
  - Creating a category of items for which to set availability in Aloha Kitchen ..... 15
  - Providing access to item availability from Aloha Kitchen ..... 17
  - Refreshing the data ..... 19
- Configuring Item Availability in Aloha Takeout** ..... 20
  - Creating an item for indicating when all items in a future order are unavailable ..... 20
  - Routing the item created for indicating unavailable items ..... 23
  - Stipulating which item to use as an unavailable item indicator ..... 24
  - Refreshing the data ..... 24
- Using Item Availability** ..... 25
  - Setting availability of an item ..... 25
  - Attempting to order an unavailable item ..... 34
  - Responding to future orders with unavailable items ..... 36
- Feature interaction with Item Availability** ..... 37
- Reporting Item Availability** ..... 41
- Troubleshooting Item Availability** ..... 42

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## Revision Record

Date	Version #	Description
Prior to 01/12/2023	v3.901	Implemented the Item Availability feature
	v4.231	Added support to use the Item Availability feature with items placed on hold.
	v4.346	Added support to use the Item Availability feature with pizza modifiers.
	v5.2.5.29	Added support to use the Item Availability feature with gift cards.
	v6.3.0	Added support to use the Item Availability feature with customized sub-menus and smart items.
	v7.0	<ul style="list-style-type: none"> <li>Added support to use the Item Availability feature with Aloha Quick Service.</li> <li>Added support for using a category of items for setting item availability. This is now the recommended configuration for this feature.</li> <li>Added support to replace the default unavailable symbol and message with a custom graphic and text.</li> </ul>
	QS and TS v12.3 AK v16.2	Implemented an Item Availability solution in Aloha Kitchen.
02/28/2023		Converted the document to use new template. Updated the front cover and back page to reflect new NCR branding.
12/05/2023		Updated document to reflect NCR Voyix branding.

## About Item Availability

Item Availability at a Glance	
Core Product	Aloha® Quick Service, Aloha Table Service, Aloha Kitchen
Separate License Required?	No
Other References	Aloha Quick Service Reference Guide, Aloha Table Service Reference Guide, Getting Started with Aloha Kitchen, Customizing Aloha Kitchen Guide

Item Availability provides a method for notifying the wait staff of the current quantity on hand of an item, preventing the ordering of an item on the menu that is currently not available. When the quantity for an item is low, an employee with access, usually a manager, can use the Item Availability button in the Front-of-House (FOH) to set the current quantity, which appears on the item button in the FOH. As the item is sold, the available quantity decreases. When the quantity is completely depleted, the universal 'no' symbol appears on the button. If you attempt to order the item, a message appears letting you know the item is no longer available. This helps reduce the number of voids performed and apparent miscommunication to guests when an item is not available. You can also set an item as unavailable in Aloha Kitchen.



Figure 1 Conceptual Illustration of Item Availability (Quantity Remaining and Unavailable)

## Benefits of Item Availability

- Provides a method for communicating the remaining quantities of items until they are depleted.
- Provides the ability to set items as unavailable from the FOH terminals for all defined menus.
- Reduces the number of voids occurring because of the ordering of an item that is sold out.
- Provides the ability to set the availability of items from the Aloha Point-of-Sale (POS) system and Aloha Kitchen.
- Provides the ability to carry ending quantities for unavailable items over to the next day without daily maintenance.

You either enter beginning quantities each day or carry ending quantities over from one business day to the next. As you enter orders in the Front-of-House, the system adjusts the quantity on hand. The ending quantities are always reset to zero during the End-of-Day process, unless you specify a carryover category in 'Category excluded from Item Availability reset' located under the 'End of Day'

group bar in **Maintenance > Store > Store Settings > System** group. (The default value is 'None,' which resets all item availability quantities to zero.)

## Determining how and where to use Item Availability

This guide is divided by product: Aloha POS (Table Service or Quick Service), Aloha Kitchen, and Aloha Takeout. Aloha POS is required to operate the Item Availability feature for each product; however, you should be aware of how each operates and how you can leverage the feature for your operations.

### Aloha POS

You can use the Item Availability feature in the Aloha POS system and allow a manager, or an employee with access, to set items as unavailable or available for ordering. When an item is unavailable, you cannot enter an order for that item. For example, if you run out of bottles of Corona, you set the Corona Bottle item as unavailable. When the inventory comes in, you then set Corona Bottle as available.

In the POS, you can also set the remaining quantity of an item and the system tracks it until it is depleted. For example, you can specify there are 10 slices of pecan pie available to sell and when a slice is sold, the count decrements by one. When the slices are depleted, the system sets the item as unavailable and you cannot enter an order for that item. Refer to [“Configuring Item Availability in Aloha POS” on page 6](#).

### Aloha Kitchen

You can use the Item Availability feature in Aloha Kitchen as an independent solution or in conjunction with Item Availability in the Aloha POS. When an employee with access sets an item as unavailable, Aloha Kitchen communicates to the Aloha POS and you cannot enter an order for that item. For example, if you run out of halibut, or discover the product has expired and is unsellable, set the Halibut item as unavailable. When the inventory comes in, you then set Halibut as available. In Aloha Kitchen, you can use Item Availability to set an item as either available or unavailable; you cannot set the remaining quantity of an item. Refer to [“Configuring Item Availability in Aloha Kitchen” on page 15](#).


### Aloha Takeout

There is configuration within Aloha Takeout that complements Item Availability. You do not set the availability nor remaining quantity of an item in Aloha Takeout; however, the system can notify the kitchen there are items set as unavailable at the time the system releases the future order.

For example, you place a future order a week in advance, and one of the items is prepackaged apple slices. The apple slices become unavailable just before the order releases to the kitchen. Aloha Takeout provides a custom chit to indicate the item is not available. Refer to [“Configuring Item Availability in Aloha Takeout” on page 20](#).

## Configuring Item Availability in Aloha POS

This section details the configuration requirements for Item Availability in Aloha POS. You must access several functions to complete the configuration. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. Click Previous View  to return to this location and proceed to the next step.	
1.	Access <b>Maintenance &gt; Labor &gt; Pos Access Levels</b> and select <b>Item availability</b> under the 'Financial' group bar to provide an employee, such as a manager, the ability to manage the availability of items using Item Availability. See <a href="#">page 7</a> .
2.	Access <b>Maintenance &gt; Screen Designer</b> to add the 'Item Availability' and 'Print Item Availability' button functions to a panel in use. This is required for Aloha Quick Service and optional for Aloha Table Service, if you are using a floor plan. See <a href="#">page 8</a> .
3.	Access <b>Maintenance &gt; Menu &gt; Categories</b> and create a category of items for which to set item availability and then select that category from the 'Available item category' drop-down list under the 'Display' group bar in the <b>User Interface</b> group on the <b>Store Settings</b> tab in <b>Maintenance &gt; Business &gt; Store</b> . See <a href="#">page 9</a> .
4.	If you want ending quantities to carry over to the next business day, access <b>Maintenance &gt; Menu &gt; Categories</b> and create a <b>category of carryover items</b> and then select that <b>category</b> from the 'Category excluded from Item Availability reset' drop-down list under the 'End Of Day' group bar in the <b>System</b> group on the <b>Store Settings</b> tab in <b>Maintenance &gt; Business Store</b> . See <a href="#">page 11</a> .
5.	If you want to override the default 'unavailable' graphic and message that appear on the button when an item is unavailable, type the <b>message text</b> in 'Item unavailable message text' and select a <b>graphic</b> from the 'Item unavailable media file' drop-down list under the 'Display' group bar in the <b>User Interface</b> group on the <b>Store Settings</b> tab in <b>Maintenance &gt; Business &gt; Store</b> . See <a href="#">page 13</a> .
6.	Access <b>Utilities &gt; Aloha Manager &gt; Refresh POS and All Installed Products</b> to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 14</a> .

## Providing the ability to access Item Availability

The Aloha POS (TS/QS) allows you to provide an employee, such as a manager, the access to manage the availability of items, using access levels. Once you configure the access level, in Table Service, two new buttons appear on the FOH Special Functions screen, Item Availability and Print Item Availability; however, you may want to add these buttons to a FOH floor plan in use. In Quick Service, you must add these buttons to a panel.

### To provide the ability to access and manage the availability of items:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Select the **access level** for which to provide access to the Item Availability feature from the drop-down list.

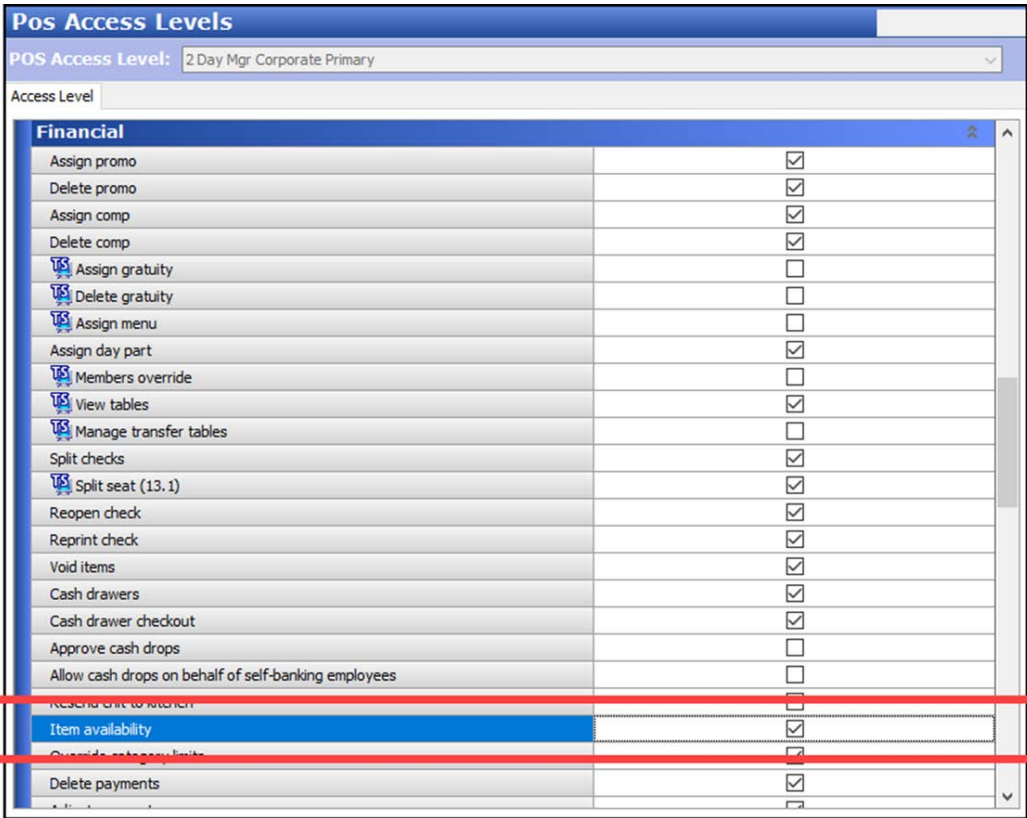


Figure 2 POS Access Levels - Access Level Tab

3. Under the 'Financial' group bar, select **Item availability**.
4. Click **Save**.
5. Repeat this **procedure** for any other access level requiring access to the Item Availability feature.
6. Exit the **Pos Access Level** function.

## Adding item availability buttons to a QS panel

To operate the Item Availability feature in Aloha Quick Service, you must add the Item Availability and Print Item Availability buttons to a FOH panel. Either of these button functions can run from within a script function, if desired.

### To add the Item Availability button to a Quick Service panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**. The Open Panels dialog box appears.
4. Select a **panel to edit**, such as Manager Functions, and click **OK**. The panel appears.
5. Select **Panel > New Button**. A new button appears on the panel.

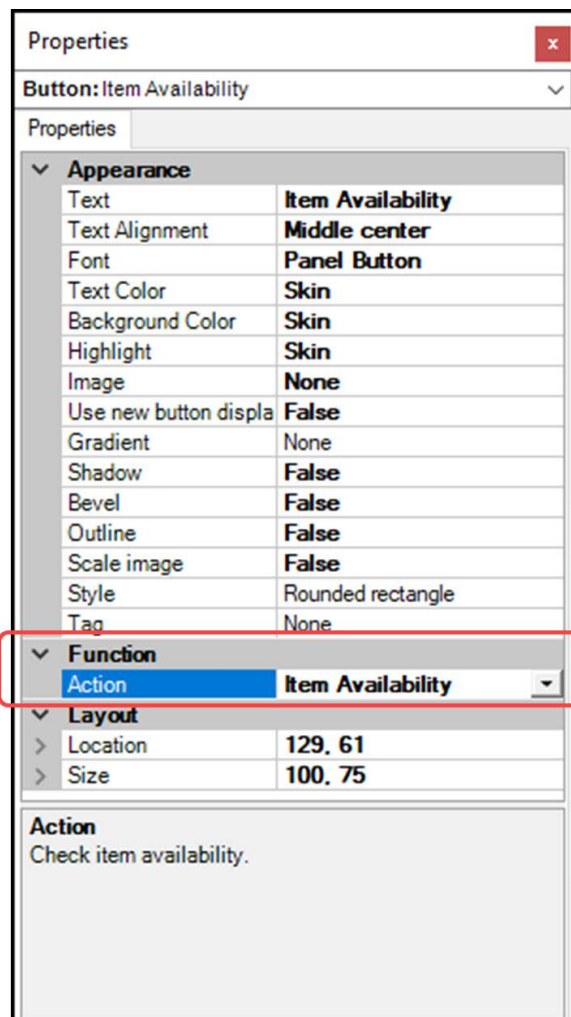


Figure 3 Item Availability Button Function



6. Under the 'Function' group bar on the Properties dialog box, select **Item Availability** from the 'Action' drop-down list.
7. Under the 'Appearance' group bar, to display text on multiple lines, insert **\n** without spaces for line breaks, such as 'Item\nAvailability.'
8. Configure the **remaining options** on the Properties dialog box as you would for any other button, such as text, font, and color.
9. Press **Enter**. The new button appears on the panel.
10. Repeat this **procedure** choosing **Print Item Availability** as the button function for this button.

**i Note:** The Print Item Availability button is a reporting button function and you may consider adding this button to a panel of reports.

11. Select **Panel > Save Panel** and exit the **Screen Designer** function.

## Creating a category of items for which you can set availability in POS

You must create a category of items, including modifiers, for which to set availability in Aloha Quick Service. We recommend you also do this if you use Aloha Table Service. The legacy Item Availability feature implemented in Aloha Table Service used submenus for setting item availability for both menu items and modifiers; however, using a category is a more efficient solution. If you are migrating from a version prior to Table Service v7.0, we recommend converting to this new configuration.

### To create a category of items for which you can set item availability:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow and select **General** and **OK** from the 'Type' dialog box.
3. Enter a descriptive **name**, such as 'Item Availability.'
4. Select the **Items** tab.
5. Select the **items for which you want to set available quantities** from the 'Available' list and click **>>** to move the items to the 'Included' list.
6. Click **Save** and exit the **Categories** function.

Once you create the category of items for which you can set item availability, you must stipulate the category in Store Settings.

### To stipulate the category of items to use when setting item availability from the POS:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **User Interface** group at the bottom of the screen.

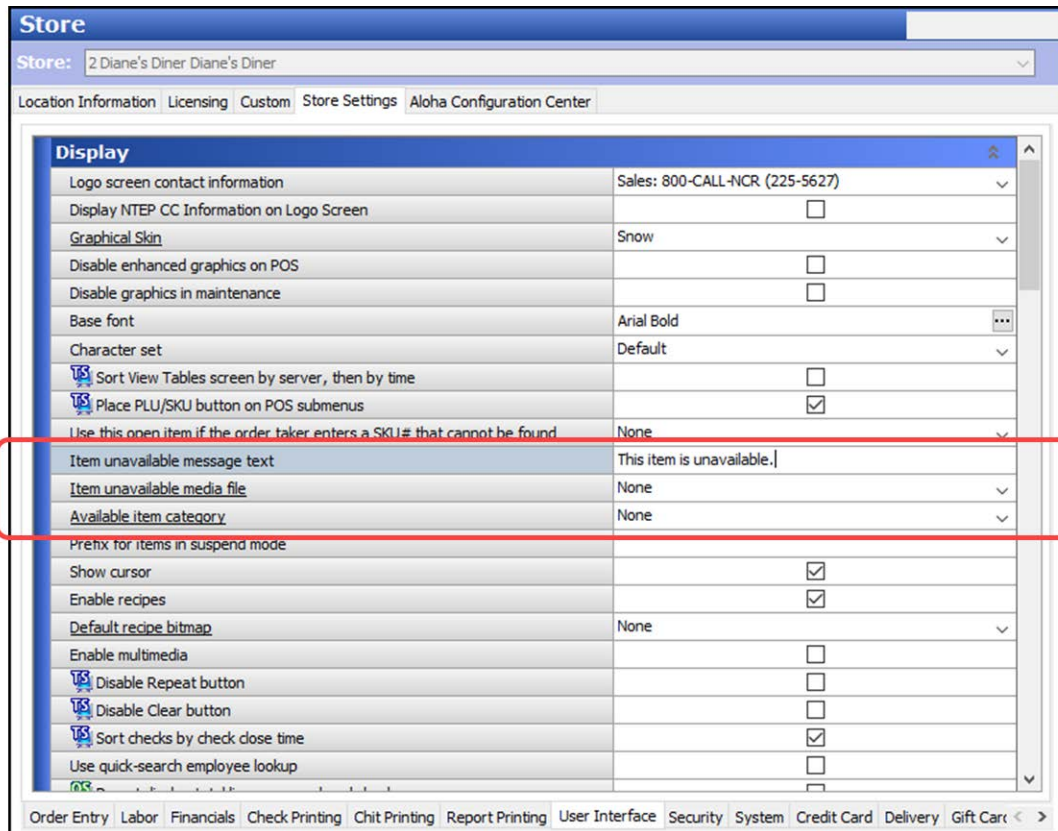


Figure 4 Store - Store Settings - User Interface Group

4. Under the 'Display' group bar, select the **category of items** created for use with Item Availability from the 'Available item category' drop-down list.
5. Click **Save** and exit the **Store** function.

**Note:** You return to this function later in the configuration to define the media file and message to appear.

## Configuring ending quantities to carry over to next day

You can configure the system to carry over item quantities from one business day to the next during the End-of-Day (EOD) process, or they can reset the totals to zero each day. To carry quantities over from day to day, you create a category of items to carry over, or you can use the same category as the one you created for setting item availability, and assign the category to Store Settings. To reset quantities to zero every day, do not perform this procedure.

### To create a category of items for which to carry over the ending quantities to the next day:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** from the 'Type' list box, and click **OK**.
3. Enter a descriptive **name**, such as 'Item Availability' or 'Carryover.'
4. Select the **Items** tab.
5. Select the **items you want to carry over to the next day** from the 'Available' list and click **>>** to move the items to the 'Included' list.
6. Click **Save** and exit the **Categories** function.

### To designate the category of items for which the item quantities carry over to the next day:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **System** group located at the bottom of the screen.

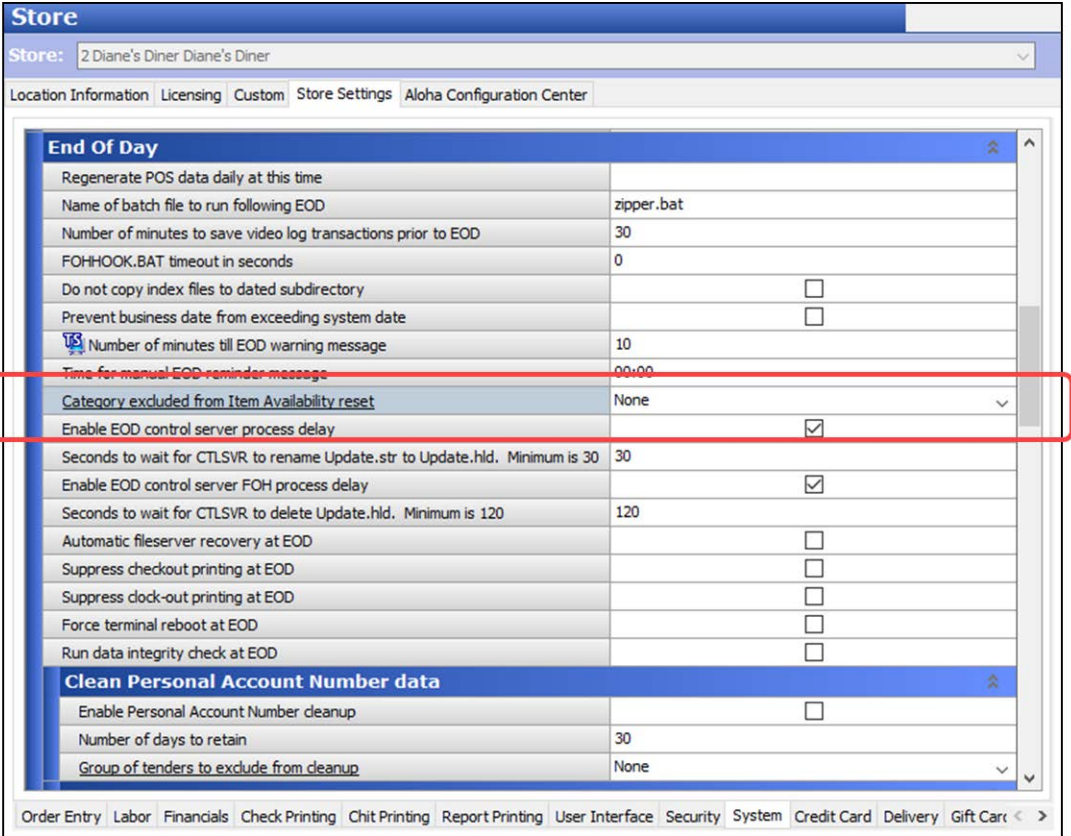


Figure 5 Store Settings - Stores - System Group

- 4. Under the 'End Of Day' group bar, select the **category of items** for which the item quantities carry over to the next business day from the 'Category excluded from Item Availability reset' drop-down list.
- 5. Click **Save** and exit the **Store** function.

## Defining the item availability message and graphic to appear in FOH

By default, when you select an item that is set as not available, a message stating “Item is currently unavailable” appears, letting the employee know they cannot order the item. Also by default, the universal ‘unavailable’ or ‘No’ symbol (a circle with a downward line across the middle) appears on the button when there are no quantities left for the item. If these indicators are not acceptable in your region or not descriptive enough, you can change them. If you leave either of these options alone, the system uses the defaults.

### To define the item availability message and graphic to appear on the FOH:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **User Interface** group located at the bottom of the screen.

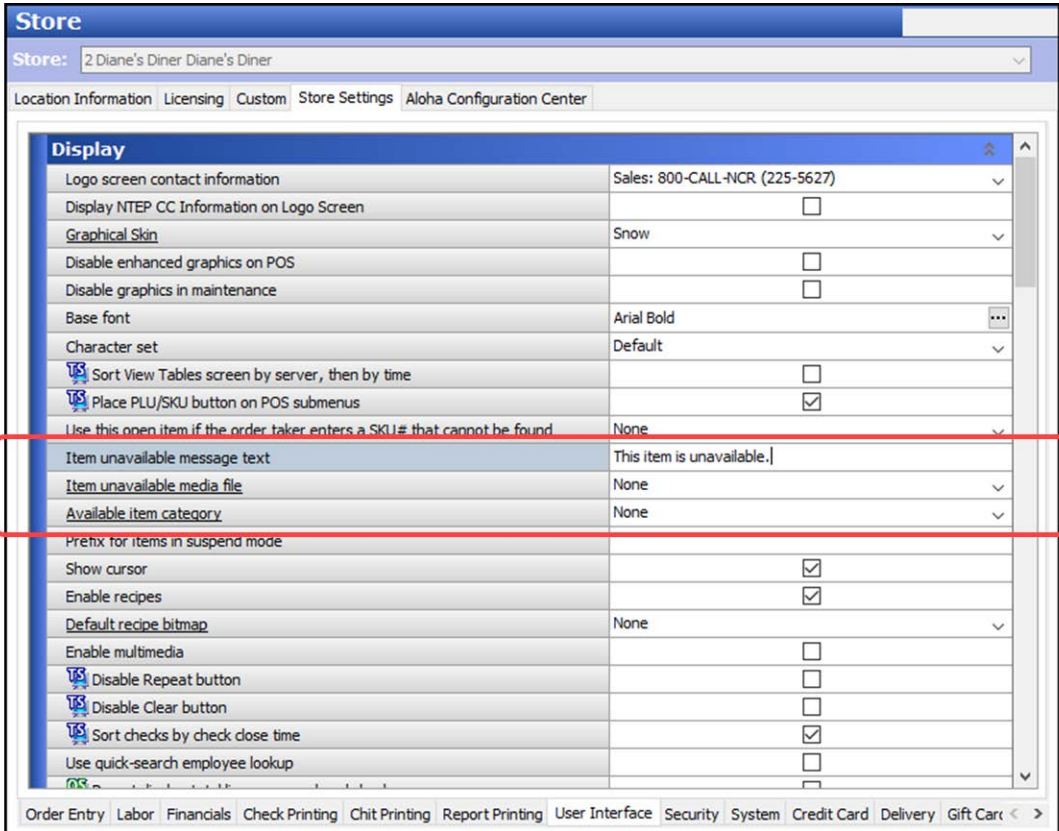


Figure 6 Store Settings - Stores - User Interface Group

4. Under the 'Display' group bar, type the text to replace the default message that appears in the FOH when an item is unavailable in 'Item unavailable message text.'
5. If you wish to replace the default graphic, select the **graphic to appear when an item is unavailable** from the 'Item unavailable media file' drop-down list. Be aware the system does not

resize the custom graphic to fit the size of the button, as does the system-generated button. You must size the graphic to match the dimensions of the button on which you want it to appear.

**Required Requirements:** You must first add the graphic into the Media Files function and perform an import into CFC to access the graphic.

6. Click **Save** and exit the **Store** function.


## Refreshing the data

After all settings are in place, you must select **Utilities > Refresh POS & All Installed Products** to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. After the data refresh is complete, all new settings become operational across the Aloha network.

## Configuring Item Availability in Aloha Kitchen

This section details the configuration requirements for Item Availability in Aloha Kitchen. You must access several functions to complete the configuration. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

### Procedures at a Glance:

If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. Click Previous View  to return to this location and proceed to the next step.

1.	Access <b>Maintenance &gt; Menu &gt; Categories</b> and create a <b>category</b> of items for which to set availability in Aloha Kitchen, and then access the <b>Kitchen</b> tab in <b>Maintenance &gt; Kitchen Configuration &gt; Kitchen Settings</b> and select that <b>category</b> under the 'User Interface' group bar from the 'Item availability category' drop-down list. See <a href="#">page 15</a> .
2.	Access <b>Maintenance &gt; Hardware &gt; Bumpbar Layout</b> and add the 'Item Availability' command to a bump bar in use or access <b>Maintenance &gt; Hardware &gt; Kitchen Screen</b> and add the 'Show Item Availability' command to a kitchen screen in use. See <a href="#">page 17</a> .
3.	Access <b>Utilities &gt; Aloha Manager &gt; Refresh POS and All Installed Products</b> to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 19</a> .

## Creating a category of items for which to set availability in Aloha Kitchen

Aloha Kitchen allows you to set only whether or not an item is available, not the quantity available. You must create a category of items, including modifiers, for which to set item availability in Aloha Kitchen. If you also implement the Item Availability feature in the POS, you can use the same category for Aloha Kitchen or create a separate, smaller category of items for use with Aloha Kitchen. See ["Creating a category of items for which you can set availability in POS" on page 9](#).

### To create a category of items for which to set item availability in AK:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** as the 'Type,' and click **OK**.
3. Enter a descriptive **name**, such as 'Item Availability.'
4. Select the **Items** tab.
5. Select the **items for which you want to set available quantities using Aloha Kitchen** from the 'Available' list and click **>>** to move the items to the 'Included' list.
6. Click **Save** and exit the **Categories** function.

Once you create the category of items for which you can set item availability, you must stipulate the category in Kitchen Settings. The category applies to all kitchen devices in Aloha Kitchen.

**To stipulate the category of items to use when setting item availability from Aloha Kitchen:**

1. Select the **Aloha Kitchen (AK)** icon from the product panel.
2. Select **Maintenance > Kitchen Configuration > Kitchen Settings**.
3. If necessary, select a **Kitchen Settings** record. The Kitchen tab appears as the active tab.

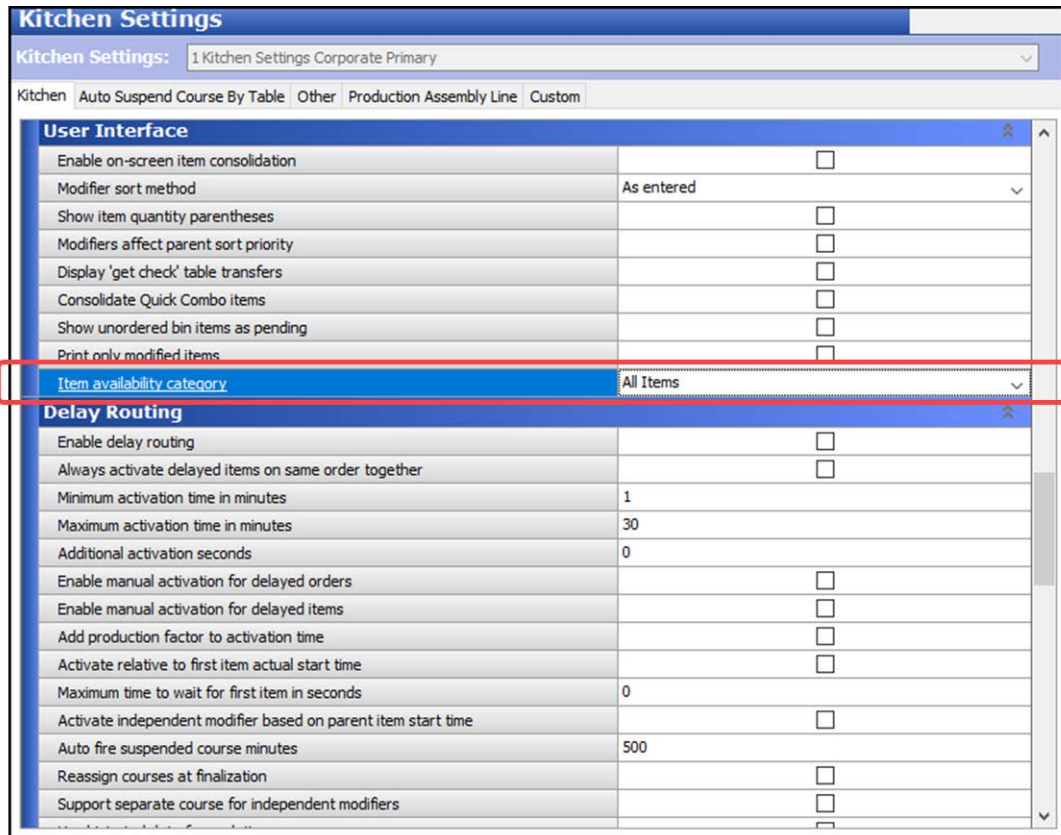


Figure 7 Kitchen Settings - Item Availability Category for Aloha Kitchen

4. Under the 'User Interface' group bar, select the **category of items** created for use with Item Availability from the 'Item availability category' drop-down list.
5. Click **Save** and exit the **Kitchen Settings** function.



## Providing access to item availability from Aloha Kitchen

You must provide a means by which an employee can access Item Availability from Aloha Kitchen and set items as unavailable or available. You may want to provide access to all or specific stations, or only for the expo station. If you operate a bump bar at the station, you must add the Item Availability command to a bump bar layout in use. If you operate a touch screen terminal at a station, you must add the Item Availability command to a kitchen screen in use. As with any bump bar or kitchen screen in Aloha Kitchen, you must ensure they are attached to the terminal the employee uses.

### To provide access to item availability from Aloha Kitchen using a bump bar:

1. Select the **Aloha Kitchen (AK) icon** from the product panel.
2. Select **Maintenance > Hardware > Bumpbar Layout**.
3. Select a **layout** from the drop-down list
4. Select the **Design** tab.

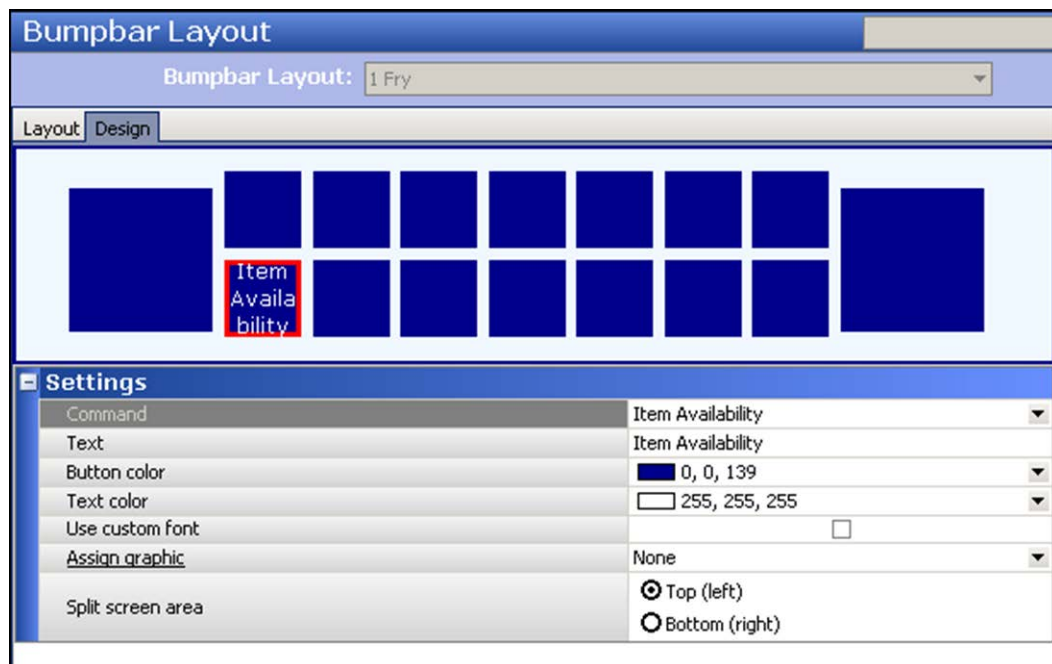


Figure 8 Bumpbar Layout (Item Availability Command)

5. Select an **unused box** from the layout and select **Item Availability** from the 'Command' drop-down list under the 'Settings' group bar.
6. Configure the **remaining options** as you would any other bump bar command, such as text, button color, text color, and others.
7. Click **Save**.

- Repeat this **procedure** for other bump bar layouts that require access to Item Availability from Aloha Kitchen.
- Exit the **Bumpbar Layout** function.

**To add a Show Item Availability command to a kitchen screen:**

- Select the **Aloha Kitchen AK icon** from the product panel.
- Select **Maintenance > Hardware > Kitchen Screen**.
- Select a **kitchen screen** from the drop-down list.
- Select the **Design > Commands** tab.

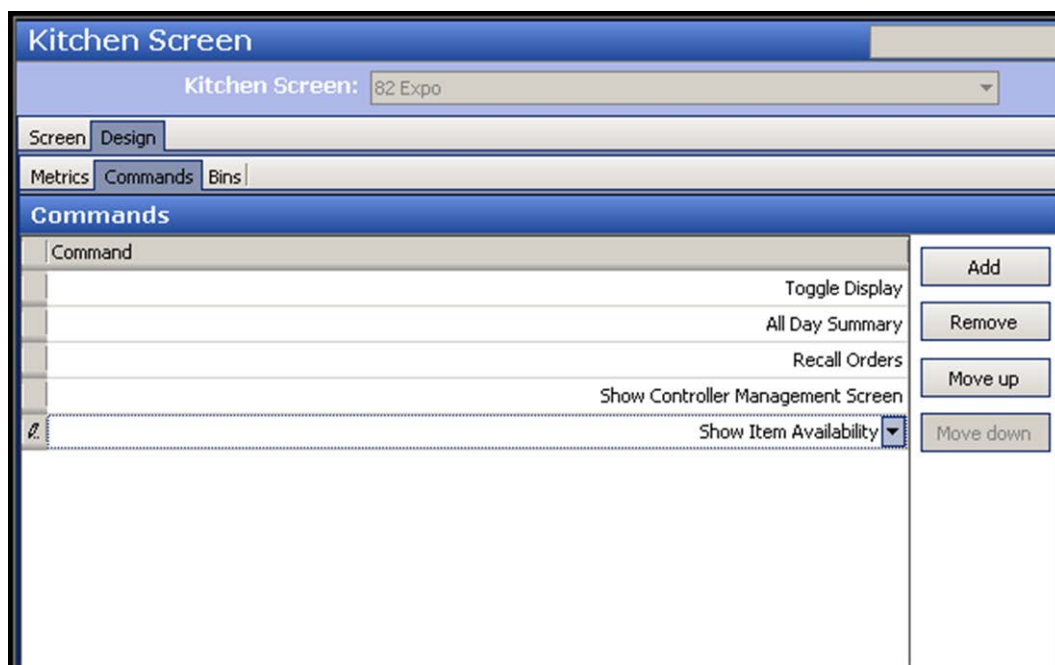


Figure 9 Kitchen Screen (Show Item Availability Command)


- Click **Add**. A new blank row appears under the 'Commands' group bar.
- Select **Show Item Availability** from the drop-down list.
- Click **Move up** or **Move down** to organize the commands from left to right on your screen.
- Click **Save**.
- Repeat this **procedure** for other kitchen screens that require access to Item Availability.
- Exit the **Kitchen Screen** function.

## Refreshing the data

After all settings are in place, you must select **Utilities > Refresh POS & All Installed Products** to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. After the data refresh is complete, all new settings become operational across the Aloha network.

## Configuring Item Availability in Aloha Takeout

While setting item availability from Aloha Takeout is not an option, you still need to configure how Aloha Takeout interacts with a system in which the Item Availability feature is in use. This section details the configuration requirements for Item Availability in Aloha Takeout. You must access several functions to complete the configuration. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task. Click Previous View  to return to this location and proceed to the next step.	
1.	Access <b>Maintenance &gt; Menu &gt; Items</b> and create an item to use for indicating on a kitchen chit when all items in an order are unavailable. See <a href="#">page 21</a> .
2.	Access <b>Maintenance &gt; Menu &gt; Item Routing</b> and route the 'Unavailable Item' indicator item to all kitchen terminals. See <a href="#">page 23</a>
3.	Select <b>Maintenance &gt; Takeout Configuration &gt; Takeout Settings &gt; Printing</b> tab and align the 'Unavailable Item' indicator item in Aloha Takeout. See <a href="#">page 24</a> .
4.	Access <b>Utilities &gt; Aloha Manager &gt; Refresh POS and All Installed Products</b> to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 24</a> .

### Creating an item for indicating when all items in a future order are unavailable

When you have Aloha Takeout installed, and place a future order, the order releases to the kitchen, per normal operations. If there are any items set as unavailable, an 'Unavailable Items' section prints in the Aloha Takeout header section, alerting you that there are unavailable items on the order; however, if all of the items on the order are set as unavailable, a kitchen chit does not print since there are no available items to prepare. You can force the system to print a chit under these conditions using an unavailable item indicator. The indicator prints on the kitchen chit for a future order when the:

- Parent item is unavailable in Item Availability in the POS.
- Modifier requirements are not met.
- Modifier associated with the parent item ID was deleted in Item Maintenance.

**To create an item for indicating on a kitchen chit when all items in a future order are unavailable:**

1. Select **Maintenance > Menu > Items > Item** tab.

The screenshot shows the 'Items' configuration window for an 'Unavailable Item Indicator'. The 'Settings' section is highlighted with a red box. The 'Chit name' field is set to ''86' See Header', and the 'Long name' field is set to 'Unavailable Item Indicator'. Other fields include 'Owner' (1 Corporate), 'Number' (11016), 'Type' (Standard), 'Short name' ('86' Items), 'Button image' (None), 'Kitchen chit item image' (None), 'Control name', 'Ask for description' (checkbox), 'Sold as Family Style item' (checkbox), 'Export ID' (0), 'Tax group' (Tax Group 1), 'Concept' (None), 'Sales/retail category' (Food), 'Priority' (1 Highest), 'Slave to item' (None), and 'Advanced Pizza' (checkbox).

Field	Value
Owner	1 Corporate
Number	11016
Type	Standard
External ID	
Short name	'86' Items
Chit name	'86' See Header
Chit name alternate	
Long name	Unavailable Item Indicator
Long name alternate	
Button image	None
Kitchen chit item image	None
Control name	
Ask for description	<input type="checkbox"/>
Sold as Family Style item	<input type="checkbox"/>
Export ID	0
Tax group	Tax Group 1
Concept	None
Sales/retail category	Food
Priority	1 Highest
Slave to item	None
Advanced Pizza	<input type="checkbox"/>

Figure 10 Configuration Alignment for Unavailable Item Indicator

2. Click the **New** drop-down arrow, select **Standard**, and click **OK**.
3. Under the 'Settings' group bar, type a **name** for the item, such as ''86' See Header' in 'Chit name,' to alert you when all items in a future order are unavailable.
4. Under the 'Tax Group' group bar, select a **tax group** associated with a tax type for which there is a zero percent tax rate.
5. Select the **category** under which to report the item.

6. Select the **Pricing** tab.

Pricing options	
Eligible for fixed pricing	<input type="checkbox"/>
Pricing method	Item Price
Allow sites to change price	<input type="checkbox"/>
Minimum price	0.00
Maximum price	999999.99
Default price	0.00

Figure 11 Items - Price Tab

7. Select **Item Price** from the 'Pricing method' drop-down list.
8. Type **0.00** as the 'Default price.'
9. Select the **Print** tab.

Check printing	
Print on check when price is zero	<input checked="" type="checkbox"/>
Chit printing	
Print when held	<input type="checkbox"/>
Never print on chit	<input type="checkbox"/>
Highlight if item	<input type="checkbox"/>
Consolidate first modifier group	<input type="checkbox"/>
Print in bold	<input type="checkbox"/>
Justification	Default
Independent mod parent print behavior	Mod only
Hide price when zero (17.1)	<input type="checkbox"/>

Figure 12 Items - Print Tab

10. Select **Print on check when price is zero**.
11. Click **Save** and exit the **Items** function.

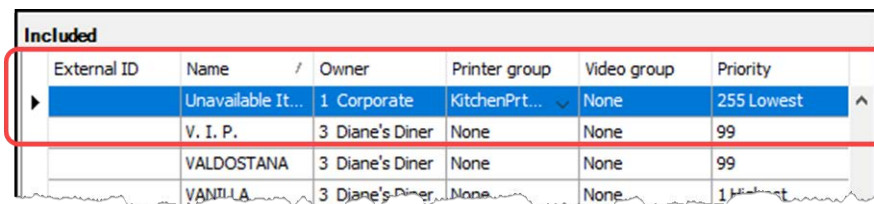
**Note:** Do not associate the item you create to indicate on a kitchen chit when all items are unavailable to a button on a submenu or panel.

## Routing the item created for indicating unavailable items

Once you create the item for indicating on a kitchen chit when all items in a future order are unavailable, route the item to a printer group that includes all kitchen printers.

**To route the item for indicating on a kitchen chit when all items in a future order are unavailable:**

1. Select **Maintenance > Menu > Item Routing**.
2. Select the **item** you created for the unavailable items indicator from 'Available' and click **>>** to move it to 'Included.'



External ID	Name	Owner	Printer group	Video group	Priority
	Unavailable It...	1 Corporate	KitchenPrt...	None	255 Lowest
	V. I. P.	3 Diane's Diner	None	None	99
	VALDOSTANA	3 Diane's Diner	None	None	99
	VANILLA	3 Diane's Diner	None	None	1

Figure 13 Item Routing

**Tip:** Click the 'Name' column heading to sort items in the list alphabetically by item long name to assist in locating the 'unavailable item' you created.

3. With the item selected, select a **printer group** that includes all kitchen printers, so that you receive an alert of unavailable items no matter where you are standing in the kitchen.
4. Click **Save** and exit the **Item Routing** function.

## Stipulating which item to use as an unavailable item indicator

You must stipulate in Aloha Takeout which item to use on the kitchen chit as an indicator when all items in a future order are unavailable.

### To stipulate which item to use as the unavailable item indicator in Aloha Takeout:

1. Select **Maintenance > Takeout Configuration > Takeout Settings**.
2. Select the **Printing** tab.

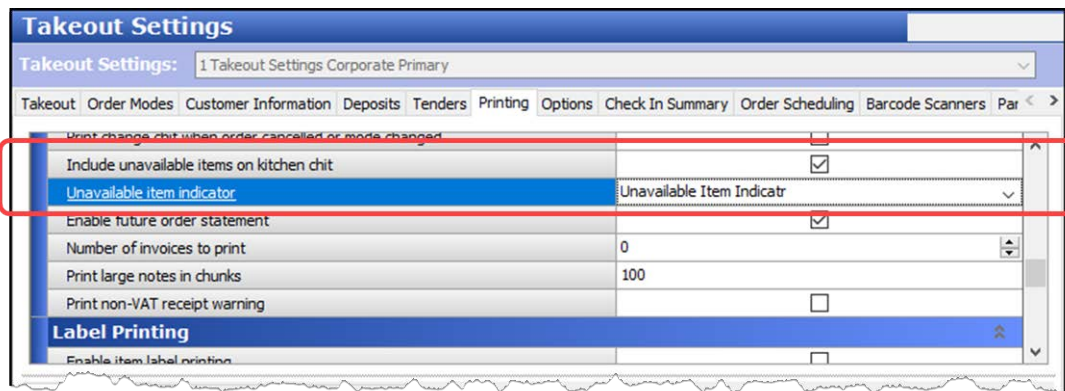


Figure 14 Takeout Settings - Printing - Unavailable Item Options

3. Under the 'Printing' group bar, select **Include unavailable items on kitchen chit**.
4. Select the **item** created in the POS as the unavailable item indicator from the drop-down list.
5. Click **Save** and exit the **Takeout Settings** function.

## Refreshing the data

After all settings are in place, you must select **Utilities > Refresh POS & All Installed Products** to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. After the data refresh is complete, all new settings become operational across the Aloha network.



## Using Item Availability

This section is divided into three sections:

- [Setting availability of an item](#)
- [Attempting to order an unavailable item](#)
- [Responding to future orders with unavailable items](#)

### Setting availability of an item

You can set the availability of an item from the Aloha POS or from Aloha Kitchen or in combination. If you operate Item Availability using both products, the status from the last product from which it is set remains in effect. For example, if you set New York Steak as unavailable in the Aloha POS, you can set it as available in Aloha Kitchen, and vice versa. In Aloha Kitchen, you can only stipulate whether an item is available or not; you cannot set remaining quantities of an item.

#### Aloha POS

In the Aloha POS, you invoke the Item Availability function from the FOH where you set the quantity you have left of an item or set the item as completely unavailable. The item count decrements when you apply an order mode for that item, or place that item on hold for Aloha Table Service. When you set the availability of an item, it takes effect in all places where you see the item in the FOH.

#### To set item availability in Aloha Table Service:

1. From the Working with Tables/Tabs screen, touch **Special Functions** to access the Special Functions screen. If you do not have order entry capabilities, the Special Functions screen appears by default.
2. Touch **Financials**.

3. Touch **Item Availability**. The Item Availability screen appears as a graphical representation of the current menu in use.



Figure 15 FOH Item Availability Screen (Aloha POS)

4. If you are setting the availability for an item from a submenu, perform the following:
  - a. Select the **submenu** containing the item for which you want to set availability. If the submenu is on a different menu, touch **Next Menu** until the appropriate menu containing the submenu you want appears.
  - b. Select the **menu item**. The FOH Set Item Availability screen appears.
  - c. Proceed to **step 6**.
5. If you are setting the availability for an item using the search/filter functionality, perform the **following**:

- a. Touch **Search/Filter**. The Item Availability screen appears with the search functionality.

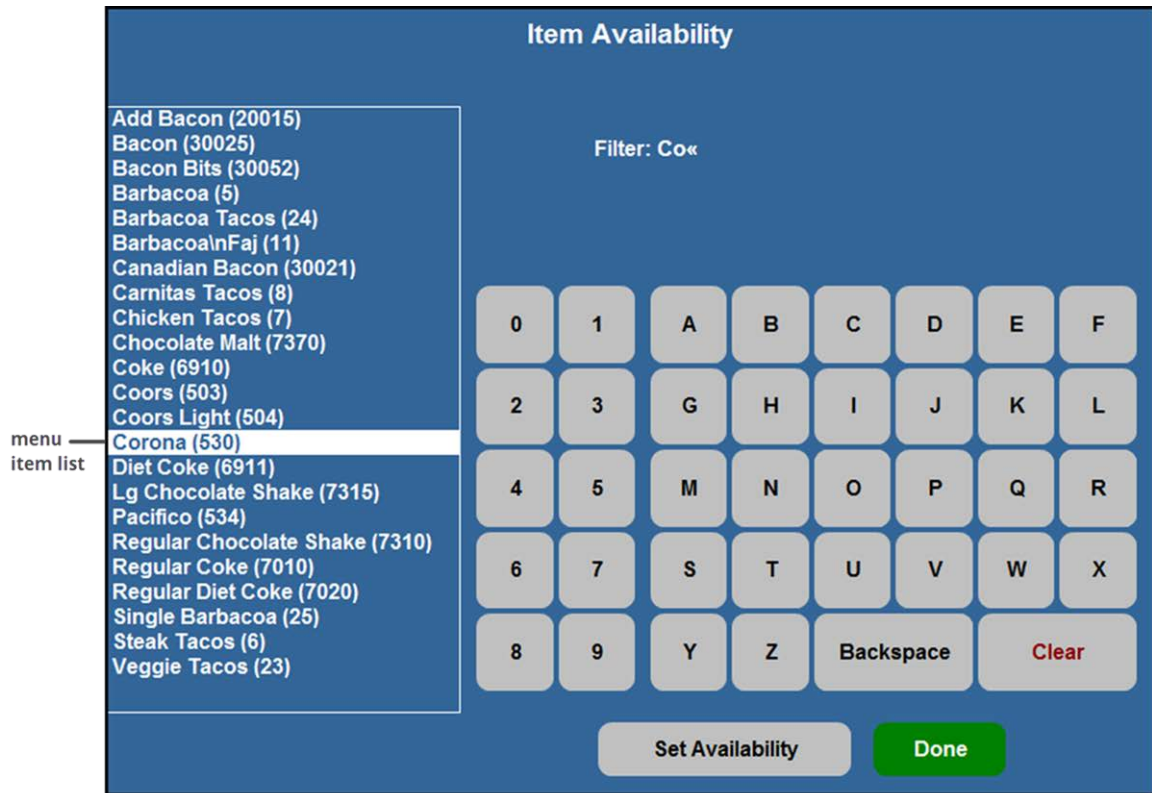


Figure 16 Item Availability - Menu Item List

- b. Type the **first few letters** of the item, using the alphanumeric keypad, to filter the list of items from the list box on the left. **Note:** You can also select the **up** and **down** scrolling **arrows** to locate the item in the list, when the screen initially appears.

**Note:** When you use the search/filter functionality, you can select multiple items from the list box and set them as unavailable only; you cannot set a quantity on multiple items.

- c. Touch **Set Availability**. The **Set Item Availability** screen appears.

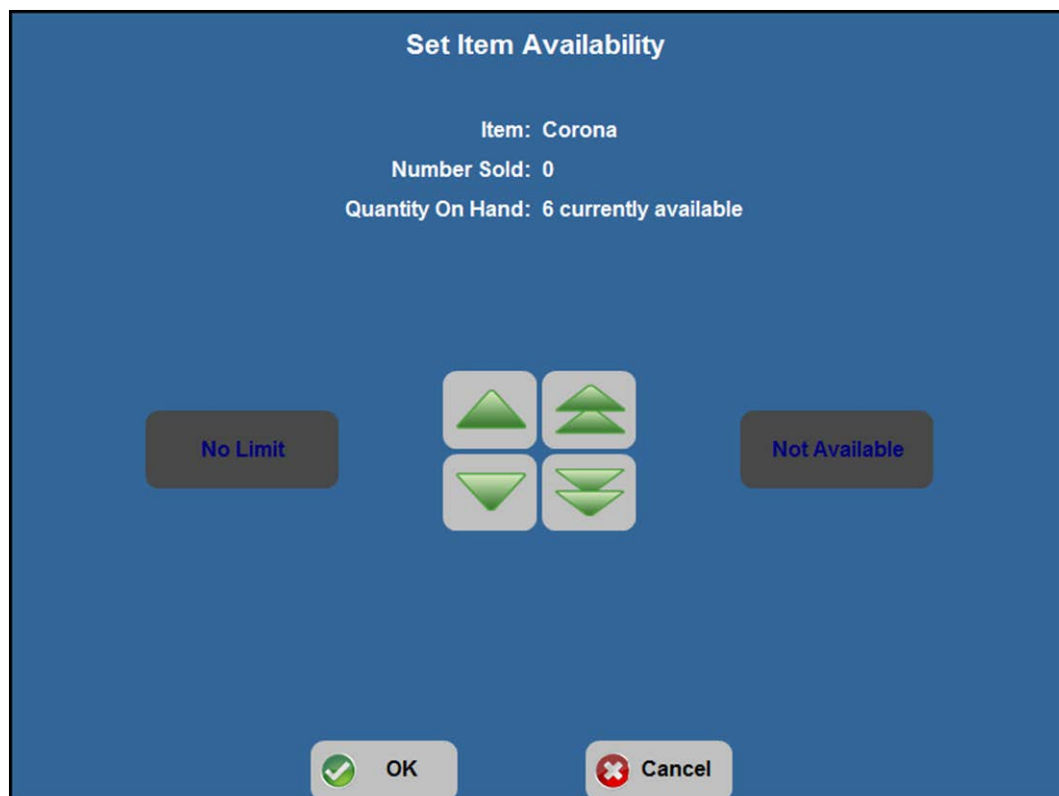


Figure 17 FOH Set Item Availability (Aloha POS)

6. Set the **availability** of an item, using one of the following **methods**:  
To set the item as unavailable, touch **Not Available**. The Quantity on Hand appears as Not Available. To reset the item as available, touch **No Limit**.  
To indicate the quantity on hand, touch the **arrow buttons** in the middle of the screen. The **single arrow buttons** increase or decrease the quantity on hand in single increments. The **double arrows** increase or decrease it in increments of ten. This number counts down to zero as you enter orders for the item until it becomes unavailable.
7. Touch **OK** to return to the Item Availability screen.
8. Repeat this **procedure** to set the availability on another item, if needed.
9. Touch **Done** to return to the Financial screen.
10. Touch **Exit** to return to the Working with Tables screen.
11. Touch **Exit** to return to the floating logo screen.

**To set item availability in Aloha Quick Service:**

1. Locate and touch **Item Availability**. The **Item Availability** screen appears.



Figure 18 FOH Item Availability Screen with Search/Filter Functionality (Aloha POS)

2. Enter the **first few letters** of the item, using the alphanumeric keypad, to filter the list of items from the list box on the left. **Note:** You can also select the up and down scrolling arrows to locate the item in the list, when the screen initially appears.

**Note:** When you use the search/filter functionality, you can select multiple items from the list box and set them as unavailable only; you cannot set a quantity on multiple items.

3. Touch **Set Availability**. The Set Item Availability screen appears.

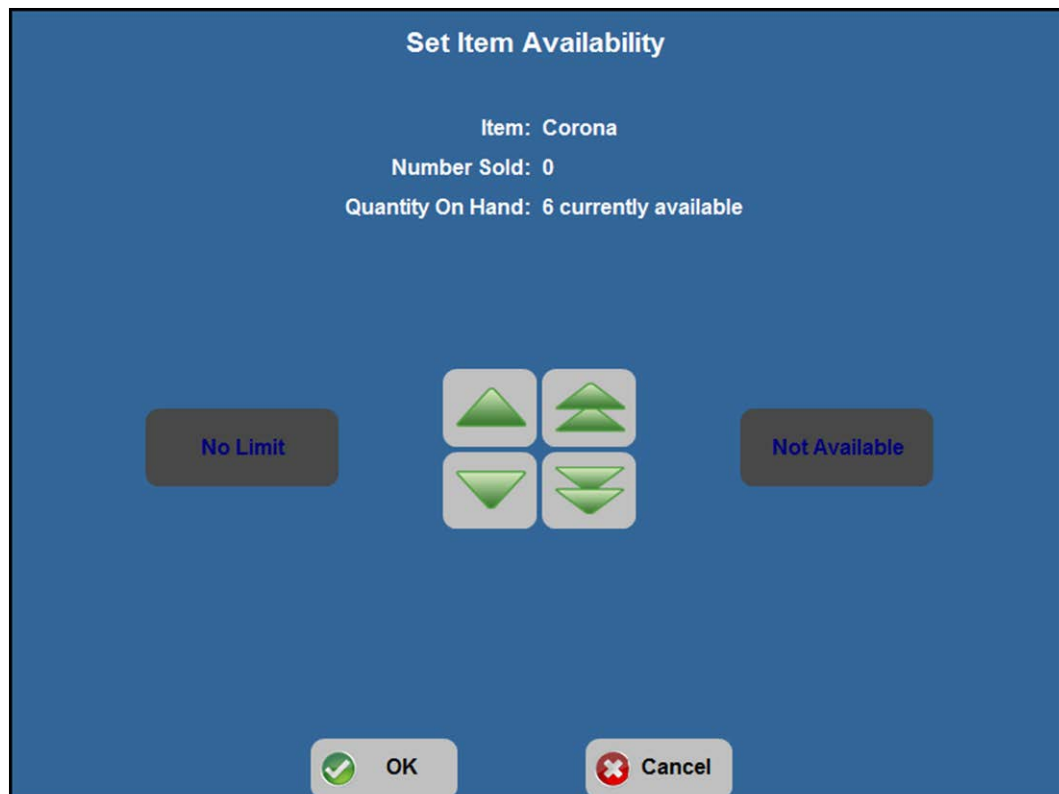


Figure 19 FOH Set Item Availability (Aloha POS)

4. Set the **availability** of an item, using one of the following methods:  
To set the item as unavailable, touch **Not Available**. The Quantity on Hand appears as Not Available. To reset the item as available, touch **No Limit**.  
To indicate the quantity on hand, touch the **arrow buttons** in the middle of the screen. The **single arrow buttons** increase or decrease the quantity on hand in single increments. The **double arrows** increase or decrease it in increments of ten. This number counts down to zero as you enter orders for the item until it becomes unavailable.
5. Touch **OK** to return to the Item Availability screen.
6. Repeat this **procedure** to set the availability on another item, if needed.
7. Touch **Done** to exit the Item Availability function and return to the floating logo screen.

## Aloha Kitchen

In Aloha Kitchen, you invoke the Item Availability function from a kitchen terminal where you set the item as completely unavailable or available on the Item Availability screen. You cannot set remaining quantities for an item. Aloha Kitchen communicates with Aloha POS and updates the availability of the item. You cannot enter an order for an item while it is in the unavailable state.

You navigate to the Item Availability screen either from a touch-screen terminal or a bump bar. In the case of a bump bar, the system initiates an overlay of the bump bar commands with the virtual bump bar at the bottom of the Item Availability screen. This allows you to navigate, select, and set the availability of an item, as well change the text to a defined language in the system. When you exit the screen, the bump bar commands revert back to the original bump bar layout configured for the bump bar.

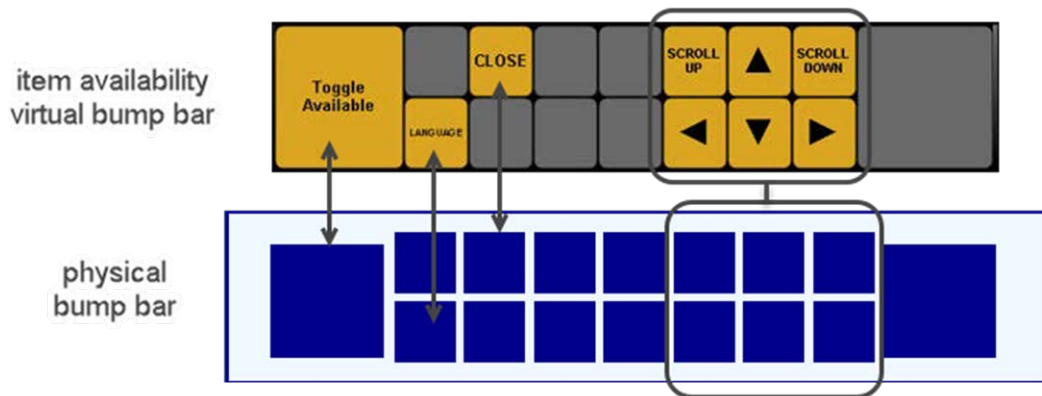


Figure 20 Virtual Item Availability to Physical Bump Bar Button Equivalence

**To set item availability in Aloha Kitchen:**

1. Touch **Item Availability** from a touch screen terminal or press **Item Availability** from a bump bar in use. The Item Availability screen appears.

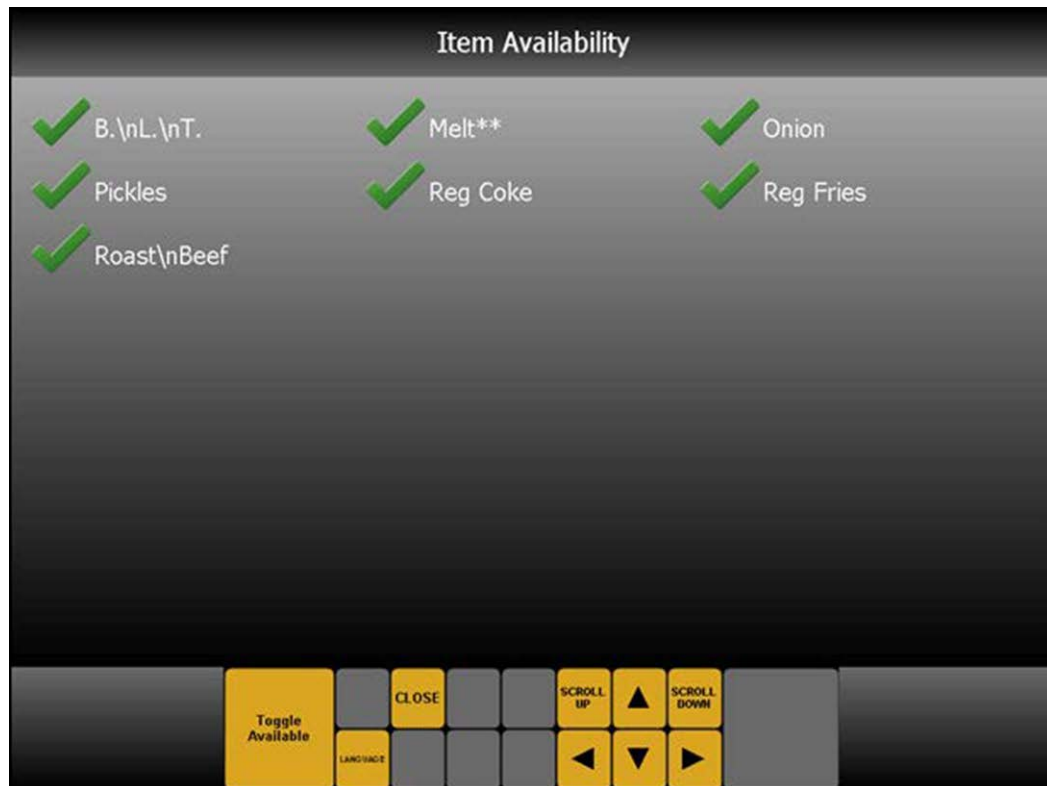


Figure 21 Item Availability Screen (AK)

2. To set an item showing as available to unavailable from a touch screen terminal, perform the **following**:
  - a. Touch the **item** to make unavailable. A Set Item Not Available option appears on the flyout window.



Figure 22 Set Item Not Available Option

- b. Touch **Set Item Not Available**. A red X appears next to the item marking it as unavailable and Aloha Kitchen updates the Aloha POS with the status of the item.



3. To set an item showing as available to unavailable from a bump bar, perform the **following**:
  - a. Press the **up, down, left, and right arrows** until you select the item to make unavailable. You may need to press the **Scroll Up** and **Scroll Down** commands to move up and down to another page of items.
  - b. Press **Toggle Available**. A red X appears next to the item marking it as unavailable and Aloha Kitchen updates the Aloha POS with the status of the item.
4. To set an item showing as unavailable to available from a touch screen terminal, perform the **following**:
  - a. Touch an **unavailable item** to make available. A Set Item Available option appears on the flyout window.



Figure 23 Set Item Available Option

- b. Touch **Set Item Available**. A green check mark appears next to the item marking it as available and Aloha Kitchen updates the Aloha POS with the status of the item.
5. To set an item showing as unavailable item to available from a bump bar, perform the **following**:
  - a. Press the **up, down, left, and right arrows** until you select the unavailable item to make available. You may need to press the **Scroll Up** and **Scroll Down** commands to move up and down to another page of items.
  - b. Press **Toggle Available**. A green check mark appears next to the item marking it as available and Aloha Kitchen updates the Aloha POS with the status of the item.
6. When you are done, touch **Close** on the virtual bump bar on a touch screen terminal, or press **Close** from a bump bar in use, to return to the previous screen from where you initiated the Item Availability screen.

You can also set an available item that has been ordered and appearing in the video cell as unavailable. Select the item in the video cell and select Set Item Not Available from the flyout window.

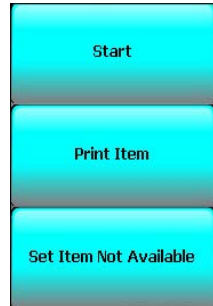


Figure 24 Set Item Not Available Option on Flyout Window

### Attempting to order an unavailable item

Once you set a quantity for an item in Aloha POS, the remaining quantity appears in the bottom left corner of the button for both Table Service and Quick Service. The system decrements the count appropriately each time you enter an order for the item until the count is zero.



Figure 25 Available Quantity Count on a Button

On items for which you set an available quantity, a message appears each time you order the item, letting you know the quantity you have left of the item. The system message is “Only x y are still available,” where x is the remaining quantity of the item, and y is the name of the item.



Figure 26 FOH Available Message

Once you set an item as unavailable in either the Aloha POS or Aloha Kitchen, and the remaining quantity reaches zero, the universal 'no' symbol, or a custom graphic, appears over the button.



Figure 27 Unavailable Symbol on a Button

When you try to order the unavailable item, the system message, or a custom message, appears. The system message is "ITEM IS TEMPORARILY OUT."



Figure 28 FOH Item is Unavailable Message

## Responding to future orders with unavailable items

Due to the intent of the Item Availability feature, you are unable to send an unavailable item to the kitchen for preparation; however, a future order in Aloha Takeout operates differently. Items in future orders are available at the time of order entry, but release to the kitchen at a later time. If an item for a future order becomes unavailable, when the order releases to the kitchen, the kitchen chit includes text alerting the kitchen staff the order has items that cannot be prepared.

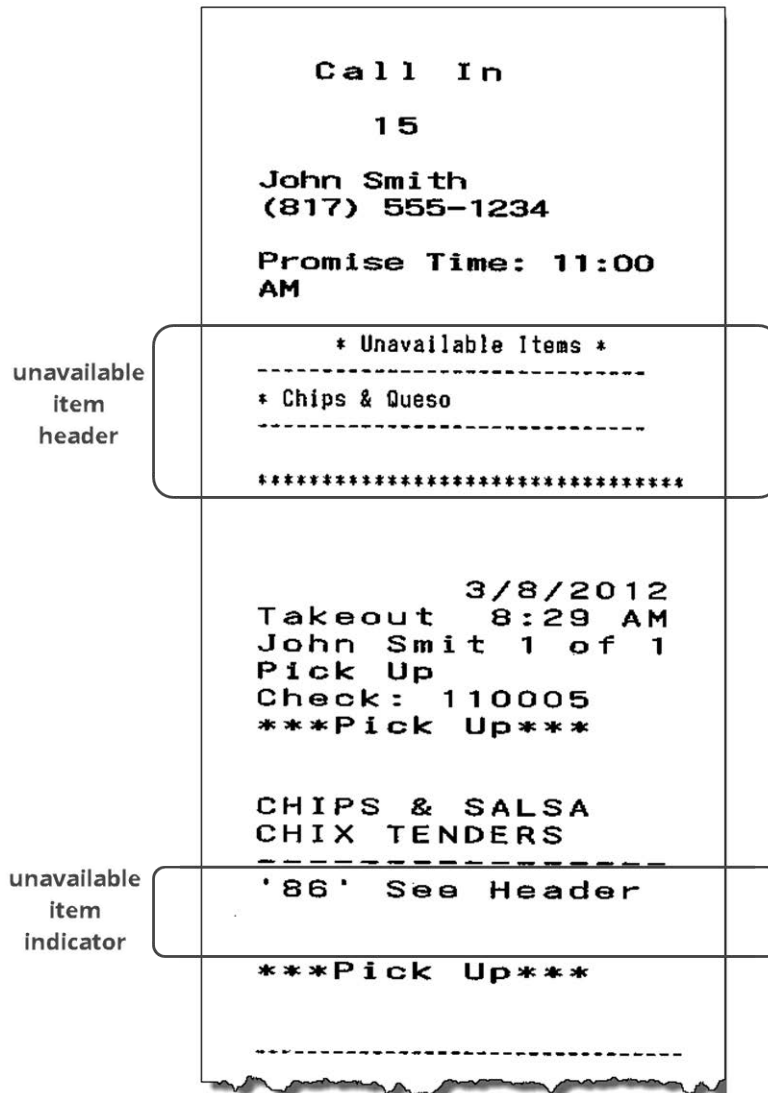


Figure 29 Unavailable Items Chit

Someone needs to inform the customer and determine what to do next, such as cancel the order or substitute another item for the unavailable item.

## Feature interaction with Item Availability

In both Quick Service and Table Service, the initial item count of an item or modifier is determined when you enter a count from the 'Set Item Availability' screen or if a count from the previous day was carried over after the EOD process. The item count depletes by one each time you order an item from any terminal. This includes items ordered using FOH COM. The weight of an item is not taken into consideration.

**SCENARIO: TYPICAL** You order a steak with an available quantity of 30. The count decreases to 29.

The typical scenario could change based on the products or features you are using with Item Availability, such as modifier codes, voids and whether or not they return the item to inventory, and more.

### Using modifier codes

A modifier code allows you to communicate more information about a modifier to the kitchen, such as omissions, additions, and substitutions. The system has several default modifier codes that you cannot change or delete, such as the 'NO' code. If you apply the default 'NO' code with a modifier, such as 'NO Onions,' the system does NOT deplete the item count. You must create a custom copy of the default 'NO' code, if you want the count to deplete when using the 'NO' modifier code. The Extra and Light modifier codes only decrease the count by one.

**SCENARIO: DEFAULT 'NO' MODIFIER CODE** You enter an order for a BLT with no tomatoes (using the default 'NO' modifier code), and tomatoes has an available quantity of 30. The count of tomatoes remains at 30.

**SCENARIO: CUSTOM COPY 'NO' MODIFIER CODE** You enter an order for a BLT with no tomatoes (using a custom copy of the default NO modifier code), and tomatoes has an available quantity of 30. The count of tomatoes decreases to 29.

### Using voids

Voids are accompanied with a void reason, which you can configure to either return back to inventory (overrings) or deplete from inventory (item was made). If the item is returned to inventory, the system adds the count back. If the item is not returned to inventory, the count remains as depleted. Be aware that when you void an item that has become unavailable, and the item is now in stock, the system still considers the item unavailable. You must access Item Availability to set the item as available.

**SCENARIO: VOIDED ITEM RETURNED TO INVENTORY** You enter an order for a steak, which has an available count of 30. The count decreases to 29. A manager reopens the check and voids the steak with a void reason that returns items to inventory. The steak again has a count of 30.

**SCENARIO: VOIDED UNAVAILABLE ITEM RETURNED TO INVENTORY** You accidentally enter an order for the last available steak. A manager reopens the check and voids the steak with a void reason that returns items to inventory; however, the steak is now set as unavailable. The manager accesses Item Availability and sets the steak as available so the item can be sold again.

**SCENARIO: VOIDED ITEM NOT RETURNED TO INVENTORY** You enter an order for a steak, which has an available count of 30. The count decreases to 29. The manager reopens the check and voids the steak with a void reason that does not return items to inventory. The count of steaks remains at 29.

## Using refunds

Refunds are issued to return the exact amount back to the guest. Unlike a void, a refund has no effect on the inventory depletion count in any scenario.

**SCENARIO: REFUNDED ITEM** You enter an order for a steak, which has an available count of 30. The count decreases to 29. The manager reopens the check and performs a refund. The count of steaks remains at 29.

## Using advanced orders and held items

Advanced orders (Quick Service only) and held items (Table Service only) are similar in nature as they are ordered early and then released to the kitchen at a later time. The system depletes the count at the time they are ordered.

**SCENARIO: ADVANCED ORDER** You enter an order for a steak, which has an available quantity of 30, on an advanced order that you will prepare in five hours. The count decreases to 29 at the time you place the advanced order.

**SCENARIO: HELD ITEM** You place a steak on hold, which has an available quantity of 30, and release it at a later time. The count decreases to 29 at the time you place the steak on hold.

## Using pizza topping fractions

When you add a topping to a fraction of a pizza, such as the left side, the system depletes the count as a full topping, rather than half of the topping. The same is true for fractional pizzas.

## Using included modifiers

Included modifiers help a cashier easily identify the modifiers that are included with an item, indicated by a graphic on the button everywhere the modifier appears. The system treats these modifiers as if they are ordered. When an included modifier is unavailable, the 'no' symbol appears on the button and, when ordered, the system displays the 'unavailable' message. Additionally, the included modifier appears in the on-screen guest check with a 'NO' modifier code, indicating the modifier is usually included with the item, but is unavailable at this time. You must delete the item if you want to delete the 'NO' included modifier.

**SCENARIO: UNAVAILABLE INCLUDED MODIFIER** You enter an order for a BLT configured with included modifiers bacon, lettuce, and tomatoes; however, tomatoes are unavailable. The system adds the BLT to the check with NO Tomatoes as a modifier.

**SCENARIO: AVAILABLE QUANTITY, INCLUDED MODIFIER** You enter an order for a BLT configured with included modifiers bacon, lettuce, and tomatoes; however, tomatoes have an available quantity of 30. The count of tomatoes decreases to 29.

## Using automatically-added modifiers

To enhance your speed of service and reduce button touches, you can define your most frequently selected modifiers to be added to the guest check automatically during the order entry process. These can be configured as included or regular modifiers. The system treats these modifiers as if they are ordered. When a modifier that is automatically-added but not defined as included is unavailable, the system displays the unavailable message and does not add the modifier to the check. When a modifier that is automatically-added and defined as included is unavailable, the system follows the rules for included modifiers.

## Using item lookup and PLU list

You can set up an Item Lookup or a PLU button to search for an item in Item Maintenance. When you search and select an item that is unavailable, the 'unavailable' message appears and the item is not added to the check.

## Using repeat and quantity buttons

When you use the repeat and quantity buttons to add items to a guest check, the system decreases the count based on the quantity you select.

**SCENARIO: QUANTITY BUTTON, AVAILABLE QUANTITY** You add a baked potato to the guest check, which has an available quantity of 20. You then use the quantity button to add 30 baked potatoes. The system adds up to 20 baked potatoes to the check, then displays the 'unavailable' message.

## Using quick combos

If a component of a quick combo is unavailable, the system adds the full quick combo to the check, then displays the 'unavailable' message, indicating that at least one component is unavailable and you need to make a change. If left unchanged and you attempt to apply an order mode, the 'unavailable' message appears again. You must delete the quick combo or choose a different item for the unavailable component. The same applies when you use the Quick Combo Level and the Quick Combo Toggle button functions.

## Using smart item and smart select buttons

The Item Availability feature behaves slightly different with Smart Item and Smart Select buttons. When you define a Smart Item button, you designate a default item to order when you do not first select a size. The item count and unavailable behaviour updates when you select a different smart

select button. You must use caution and care when operating the feature in a draft beer or soda environment.

In the following illustration, the top row of buttons are smart selects, 1/2 pint, Pint, Pitcher, and Bottle. The other buttons are smart items. When the buttons initially appear, the available quantities are in accordance with the default item. In this example, the default item for all smart items are set to the pint size. So for a pint size, Becks, Budweiser, and Shiner Bock are unavailable and an available quantity is set on Guinness, Coors, and Corona.

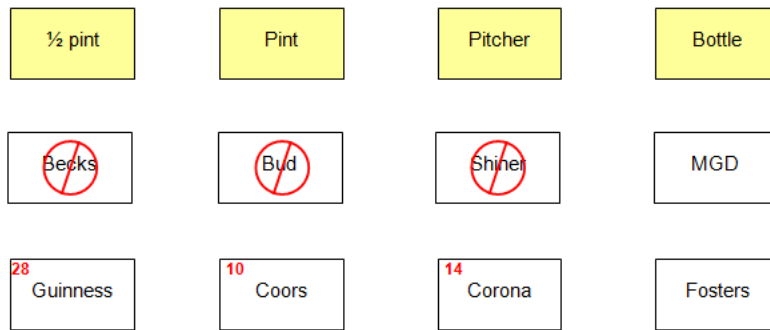


Figure 30 Smart Items and Smart Select Buttons (Nothing Selected)

When you select the Bottle smart select button, the smart items update with the available quantities based on the bottle size. So for a bottle size, Becks, Coors, and Foster are now unavailable, and an available quantity is set on Bud, Shiner Bock, Guinness, and Corona.

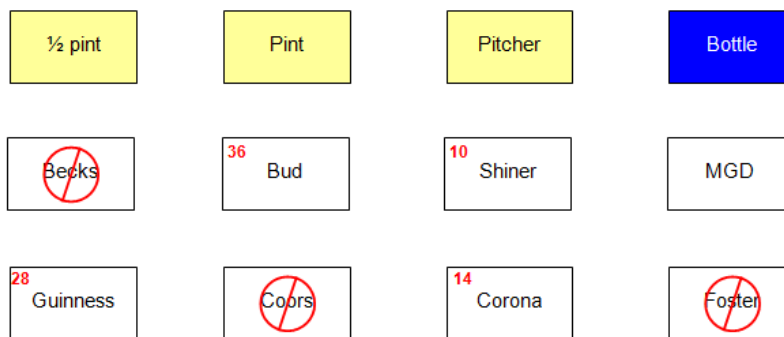


Figure 31 Smart Items and Smart Select Buttons (Bottle Selected)

## Using Aloha Online

Aloha Online enables you to create an easy to use online menu from your existing POS database. When used with Item Availability, the availability of items you add to the cart are not known until you send the order to the POS. Once you order the item, the POS assesses the availability of the item.

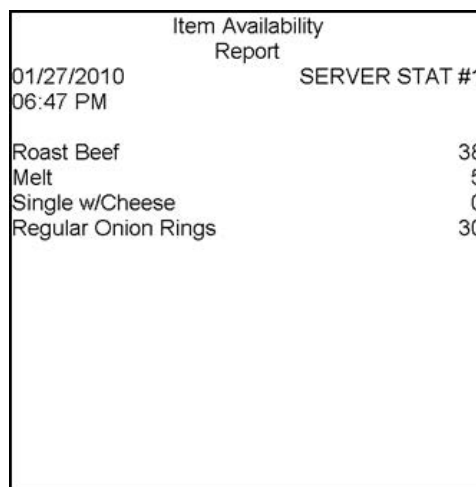


## Reporting Item Availability

The Item Availability feature offers a FOH real-time Item Availability report that lists the remaining quantity of each item for which you set an available quantity. An item that is completely depleted or set as unavailable, appears as zero.

### To print the Item Availability report:

1. Access the **Special Functions** screen.
2. Touch **Reports**.
3. Touch **Item Availability**. The report prints to the local printer.



Item Availability Report	
01/27/2010	SERVER STAT #1
06:47 PM	
Roast Beef	38
Melt	5
Single w/Cheese	0
Regular Onion Rings	30

Figure 32 FOH Item Availability Report

The Aloha system creates .cnt files in the Data directory for each tracking item enabled with the Item Availability feature. Although you can edit and delete these files, this can cause unpredictable results. These actions do not affect the current day of the FOH since the tracking information is stored in the current Trans.log. The .cnt file naming convention uses the format ITMnnnnn.cnt, where nnnnn is the item ID number without leading zeros.

## Troubleshooting Item Availability

The following are tips and troubleshooting regarding the Item Availability feature:

### Custom unavailable graphic is too big to display on a button

If you use a custom graphic, instead of the system-generated 'no' sign, and the graphic is too big or small for the menu item button, you must resize the graphic. The system does not automatically resize the custom graphic. [See "Defining the item availability message and graphic to appear in FOH" on page 13.](#)

### Item count does not appear on a button

If the item count does not appear on a button, the button may be too small to display the quantity. Resize the button until the item count fits on the button.

### Unable to set availability on modifiers in TS

If you are unsure how to set the availability on modifiers in Aloha Table Service, the feature offers two methods. For v7.0 users, the preferred method is to configure a category of items for use with the search/filter functionality. In Aloha Quick Service, this is the only way to set the availability on items and modifiers. ([See "Creating a category of items for which you can set availability in POS" on page 9.](#)).

## Item Availability, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address:  
[Documentation.HSR@NCRVoyix.com](mailto:Documentation.HSR@NCRVoyix.com)